

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ORIGINAL  
ARIZONA CORPORATION COM  
UTILITY COMPLAINT FORM



Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 108953

Date: 2/28/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

ARIZONA CORPORATION COMMISSION  
DOCKETED

MAR 1 2013

First:

Last:

Complaint By:      **Woody E.**

**Bragassa**

Account Name:      Woody E. Bragassa

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Mohave Valley

CBR:

State:      AZ      Zip: 86440

is:

Utility Company.      **Willow Valley Water Co., Inc.**

Division:      Water

Contact Name:

Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED TO RATE CASE\*\*\*\*\*

Dockets Numbers W-01732A-12-0315 - Willow Valley Water Company

To: The Arizona Corporation Commission, All Commissioners

From:  
Woody E Bragassa

Mohave Valley, Az. 86440

RECEIVED  
2013 MAR - 1 A 11: 03  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

I am writing you today to give my side of the story of the 73.9% Rate Increase let me start by saying it would be detrimental to the health of the elderly persons living in Willow Valley! Most are retired and living on a fixed income and cannot afford to make the trip to Phoenix to talk to you, the commissioners, and their health won't allow it.

We as a community this size believe you should hold your meeting at the Willow Valley Club House, in Willow Valley.

Global Water increased the Rate by 105% approximately two years ago. We still can't drink the water, and the chlorine smell is killing us.

I also don't want this increase, because I don't want to pay your Water Supervisor with my hard earned retirement, so he can use company truck and equipment to landscape his yard, or haul water heater in company truck.

I know several neighbors that have had leaks. Instead of notifying the customer, they let the bill run into the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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hundreds of dollar,  
before saying anything to the customer.

Some of the bills ran over \$700.00 the personal say the meters are read 96+ or - times a day. You tell me why they would not notice a leak? One of my neighbors had a small pond under his mobile, which could cause mold to grow, the Water Supervisor lived 1 block away.

No we don't need an increase, we need competent people put in place to run the water company. The well on Kingsley failed because the supervisor would not listen to me or anyone else.

Also I don't think we should have to pay more money, because we have to cover the expenses of the weekenders.

DO AWAY WITH THE TIER SYSTEM and go to a PERCENTAGE SYSTEM. That would be fair for everyone

Thank you, Woody

\*\*\*\*\*

Bragassa, I can be reached at 928-768-1217, also I worked for the City of Westminster Water Department for 29 years. I had to go to Santa Ana College to take Water Science Classes, before I could get a raise. All these people do is read a book and take a test. Isn't that a kick in the pants!

The pipes in Willow Valley are old Asbestos. They shear break very easy in the sand. I'm sure there is GRANT MONIES the Government to offset the replacement of the water lines and bring them up to date. GLOBAL WATER got grant money to replace the old water meters with the smart meters they knew what they were getting when Global Water bought Willow Valley Water.

In my opinion Global is using Willow Valley as a tax write off. All of the other water companies use a percentage to change the rates they charge and they make millions of dollars.

In closing I want to say the water is still not drinkable. I suggested the back-up generator and dedicated service line when I talked with C.E.O. Right after Global bought the Willow Valley Water Co.

Again I urge you to come here and meet with us, because Global knows the age and health of the people here. Please come up here. I think you will be told the real truth, and will have a better understanding of what we are up against.

Thank you for your time,  
Woody Bragassa  
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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

....Opinion noted and filed in Dockets Nos.

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314, W-01732A-12-0315

\*End of Comments\*

**Date Completed: 2/28/2013**

**Opinion No. 2013 - 108953**

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